

Functional Resume

Andrew A. Ambitious
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Hometown, NH 03002

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PROFILE

Recent MBA graduate with customer relations, sales, and administrative support experience in financial services and retail industries. Background includes working directly with the public, sales related to customer needs, staff supervision, quality assurance, budgeting, and cost controls. Ability to identify, analyze, and solve problems. Excellent interpersonal, oral, and written communications skills. Computer experience includes Microsoft Office Word, Excel, and Access.

SELECTED SKILLS AND EXPERIENCE**Customer Service**

Marketed company services to prospective clients resulting in opening new accounts and sales of products and services related to customer needs. Assured customer satisfaction through maintaining highest standards of products and services. Recognized by management for excellent results.

Management

Interviewed, hired, scheduled, supervised, and evaluated staff of up to fourteen people. Strengthened employee morale resulting in 75% reduction in turnover. Controlled labor costs; maintained inventory based on peak and non-peak hours. Managed cash flow and deposits on daily basis.

Administration

Provided full administrative support to company President and seven senior sales representatives. Assisted sales representatives at trade shows, providing potential clients with information on products and services. Negotiated rates and terms for services, arranged approvals, and invoiced clients. Calculated and processed client orders; compiled and prepared daily reports for management. Updated customer accounts payable.

PROFESSIONAL EXPERIENCE

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|---|--------------|
| Customer Service Representative , First National Bank, Bigcity NH | 1998-present |
| Promoted from Part-time Teller in three months | |
| Financial Services Representative , General Finance Co., Mytown NH | Summer 1998 |
| Temporary position during college summer break | |
| Assistant Manager , Happy Guys Pizza Restaurants, Mytown NH | 1996-1998 |
| Part-time and summer employment | |

EDUCATION

MBA—University of State, Bigcity NH, 2000
BA—Mytown College, Mytown NH, 1998, Business Degree, Dean's List

TAYLOR MADE
333 Computer Road
Smalltown, NH 03004
603-555-3215
taylor_made@myprovider.net

KEYWORD SUMMARY

BS Computer Science, 2000, C++, Visual Basic, Assembly, FORTRAN, HTML, CAD, Oracle, MS Office, IBM 630/670, Windows NT, UNIX, Programmer

EDUCATION

Bachelor of Science, Computer Science, 2000
Cybertech College, Techtown, NH
Minor: Mathematics
GPA: 3.8/4.0

Related Courses: Database Design, Compiler Design, Systems Architecture, Operating Systems, Data Structures, Systems Analysis

COMPUTER SKILLS

Languages: C/C++, Visual Basic, Assembly, FORTRAN, HTML
Software: CAD, Oracle, MS Office
Systems: IBM 630/670, Windows NT, UNIX

EXPERIENCE

Support Desk, Big Technical College, 1998-2000
* Maintained computer systems in computer lab
* Installed applications and performed troubleshooting
* Instructed students on applications and systems
Programmer (Intern), General Technical Company, 1998-1999
* Wrote instructional programs
* Corrected errors in pre-written programs using C++
* Altered existing programs to fit user needs

Data Entry Clerk, ABC Sales, Summer 1997
* Updated inventory and sales data

COMMUNICATIONS SKILLS

Received A grades in technical writing classes

WILLING TO RELOCATE

Scannable Resume**Writing Your Cover Letter**

1. Always write to a specific individual rather than a personnel office. Whenever feasible, use networking sources to introduce yourself in the opening paragraph of your letter. Be sure you spell the individual's name correctly.
2. Show the employer that you've done your homework and have a genuine grasp of the organization's personnel needs and philosophy of business. Be sincere in your praise, but don't over do it!
3. Write each cover letter separately, even if you use a common framework. Personalize the letter with a sentence or two designed to reflect your sincere interest in the specific employer.
4. Use natural language in simple, clear sentences. Don't try to impress the reader with unusual vocabulary or complicated sentence structures.
5. Express your capabilities with confidence, but avoid exaggerating your level of experience. Two part time jobs at a department store do not constitute "extensive" retail management experience.
6. Check and recheck your letter for correctness with regard to spelling, punctuation, and sentence structure. Be sure to have someone who is a good writer review your letter with you.
7. Make sure the final letter is completely professional in appearance. Use standard business letter format on stationery that matches your resume. Do not use dot matrix printers or inferior typewriter ribbons.
8. Finish your letter with a strong closing which indicates the action you desire. Take the initiative by requesting an interview and/or stating your intention to call in a week or two.
9. Let your personality and energy shine through your words. Use a few vivid details about your background to capture the reader's interest.
10. It is important to mention activities, honors, and special skills. These can show the skills that employers look for such as leadership, organization, critical thinking, teamwork, self management, initiative, and influencing others.
11. Keep copies of everything you send, and follow up according to your stated intentions. However, don't rely too heavily on cover letters to get your job. Pursue other avenues of inquiry as well.

Mississippi State University Cooperative Education Program

May 10, 2001

99 A Street
Mytown, NH 03000

Mr. Neville Hiresalot, Personnel Director
Bigbucks National Bank
1234 Money Street
Mytown, NH 03000

Dear Mr. Hiresalot:

I am interested in applying for the full-time, temporary position of teller at your Main Street Branch, as advertised in the May 9 *Daily News*.

Currently, I am a senior at East City High School and have concentrated my studies in the area of business and accounting. While maintaining a 3.8 GPA, I have worked part-time at Crown Gifts for two years. Providing quality customer service and handling cash transactions has given me experience well-matched to your teller position.

It is my understanding that this teller position will cover for employees taking summer vacations; so it may be helpful to you to know that I will be available to work flexible hours, as needed, from June 4 through August 31. Experience gained with a financial institution of your excellent reputation will provide me with a valuable foundation as I begin in September to pursue a degree in finance at County College.

Enclosed is a copy of my resume for your review. I will be happy to come in for an interview at your convenience, and will contact you early next week to schedule a time. Thank you for your consideration.

Sincerely,

Anita Newjob

Anita Newjob

Cover Letter